PHILIP MORRIS MANAGEMENT CORP. INTER-OFFICE CORRESPONDENCE

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TO: Distribution   DATE: October 9, 1991

FROM: Clare C. Purcell

SUBJECT: Records Retention - Electronic Mail

PM currently uses three IS-approved electronic mail systems; PROFS, E-Mail and DISOSS. PROFS is used largely by Corporate and International personnel, DISOSS and E-Mail are used by USA personnel. In addition, some departments may be using other software-based systems. With the exception of one portion of DISOSS, there is no automatic purge function that would erase messages, notes or documents on a regular basis from any of these systems. Individuals who do not deliberately erase their electronic mail entries will have stored everything sent or received in a note log indefinitely. Even E-Mail messages that are deleted at the user level can exist on a back-up tape (and back-up copies) for some time.

The PROFS back-up system creates daily, weekly and monthly back-up tapes, each of which is actively held for one cycle, then rotated with another tape for one cycle which results in an outside period of two months retention after the deletion of the message from both the sender's log and the receiver's incoming mail. (This assumes neither the sender nor receiver has filed copies of the message elsewhere in the system).

DISOSS is used as a vehicle for notes and messages. E-Mail is used to transfer documents. Daily and weekly backups of DISOSS and E-Mail are made and retained for 30 days. During that 30-day period, documents deleted at the user level can be restored. DISOSS deletes documents monthly, based on a retention period assigned when the document was created. (Some documents can be saved for 30 years.) E-Mail users are responsible for their own document management. Currently, over 225,000 documents are stored in E-Mail user files. Richmond IS is reevaluating the electronic document retention practices for E-Mail.

In the interest of achieving storage savings, as well as proper implementation of the Records Management Program, the Legal Department may want to suggest mandatory automatic purge systems be put in place for PROFS and E-Mail. Additionally the responsible records coordinator should see that the retention periods in place for the DISOSS stored documents conform to the appropriate retention schedule.

Attached is an information sheet Jacquie received from Early Reese (IS, Richmond) on Electronic Document Retention describing E-Mail and DISOSS systems.

Att.

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